

# MLS Protocol for Remote Interviewing

## Priority schedule for scheduling

- 1<sup>st</sup> Priority – All upcoming interviews (individuals who have their data collection windows open once remote interviewing begins)
- 2nd Priority – All interviews that should have occurred from November 2020 to those just before the remote interview resumes.

QACs will be reassigned interviews that were assigned to contracted interviewers until further notice. Since interviews are being done remotely, location of residence should not be a factor. When possible, whole homes will be assigned to one QAC to make video conferencing and scheduling more efficient.

DDS will notify Regional Centers and email administrators of homes to prepare them for an upcoming call/email from SCDD to schedule the MLS interview through video conferencing. Any generic correspondence/emails to regional centers and providers will be provided to you in case you need to share it.

DDS will notify families that potential interviews will be through video conferencing. Steve will contact you if a family member wants to be involved. Keep this information available so you can refer to it for future interviews you may be scheduling.

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Background Information: Revisit with proxy as usual.

Section 1: The individual can respond as usual.

Section 2: The individual or proxy can respond, as usual.

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## Consent

When completing the interview on Zoom it is still important that consent be obtained. Ask that the individual come into the frame of the camera. Ensure that the individual is within the camera frame. Follow the normal protocols for consent and decline. If you are unable to get verbal consent or if you are unable to see that the client is providing implied consent based on the usual definition of consent, you should not continue with the interview. **Select in ODESA – “Unable**

**to schedule interview (Other)” and enter in the text box the following: Unable to determine if consent is being provided.**

Also make sure to mark the appropriate box in ODESA referencing agreement below (DO NOT SKIP THIS STEP):

**AGREEMENT TO PARTICIPATE: Ask the individual if they would like to participate in the NCI survey. Did the person indicate to the surveyor that they agree to participate in the NCI survey discussion? Yes No**

## Remote Interviewing

Interviewing remotely is a new and uncharted process for SCDD, DDS, UCD and HSRI. It is important for the integrity of data that the interview process is consistent throughout California. As you begin the actual interview, please conduct remote interviewing as required. Link to manual:

<https://online.flipbuilder.com/xfzw/lltt/>

If during the remote interviewing process technical issues arise, resolve as necessary and maintain good judgment as you would when faced with challenges that arise during the in-person interviews. When a unique technical issue does arise, please email all the staff in the project and include how you were able to resolve it, if possible.

This information will be archived in the following folder: **S:\common\Quality Assessment Project\Remote Interviewing** which all staff can use as a reference guide to troubleshoot issues. To eliminate redundancy, please send all staff emails when:

- Your issue is unique
- You have a different resolution for a known issue
- The issue has not yet been resolved.

If you have a technical issue that you could not resolve, still send all-staff email. QAP Admin team will attempt to resolve it and share resolution with everyone.

**IMPORTANT:** If for any reason, you believe it necessary to reschedule the interview to another date, please do so as soon as possible.

Again, remote interviewing is new to all of us and every challenging scenario cannot be anticipated. Your flexibility, creativity, good judgment and commitment will help evolve a successful standard for remote interviewing.

### Beginning the interview

**Please read the following before beginning section 1 or 2 of the interview:**

Thank you for talking with me today about [your or individual's name] life in the community since moving from [Name of developmental center]. Being able to speak by video call today allows us to learn how things have been going since in-person interviews stopped due to COVID-19 safety issues. Some of the questions I will ask might not seem quite right since we have all been staying home and not going out or doing many of the things we usually do. We still want to ask these questions because it will let us see how your life has changed since we started staying at home. Do you have any questions before we start?